

Health Homes Herald

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Helping people live healthier lives by integrating and coordinating services and supports to treat the “whole-person” across the lifespan.

Health Homes: The Importance of Medication Reconciliation

Our Health Homes success story this month comes to us from the Southeast Kansas Wellness Health Home.

Rachel, a Care Coordinator, and Carrie (a new Care Coordinator trainee) recently met with a 15 year old client from Chanute at her home along with the client's mother.

While completing the HAP, Rachel asked what medications were prescribed. The client explained to Rachel that her dad had overdosed and she was very nervous when it comes to meds (she later found out that the med her dad overdosed on was recalled as well).

The client's mother had a large medication container with several bottles and a list. There seemed to be a lot of confusion about which meds should be taken and Rachel noticed that

there were two bottles... both Abilify... but two different dosages (20 mg and 15mg).

Rachel and Carrie felt that needed to be explored. When Rachel got back to the office she looked on the mental health center portal and noticed that the Abilify dosage was listed as 20 mg and the 15 mg had been discontinued.

Rachel verified this with the psychiatric nurse who confirmed the dosage was indeed 20mg NOT 35mg. Rachel then logged on to KHIN and noticed that several of the medications that were on the list from mom had a stop date from the PCP.

A nurse from the PCP office confirmed what meds are current and which ones have been discontinued. Rachel discovered FOUR meds that no longer need to be taken.

Rachel updated and educated the client's mother about what should be given so that client can be on the correct medications. The mother and client are both very grateful.

Rachel is hopeful that the client will feel more confident in taking her medications and will hopefully start feeling a lot better. The time and effort that went in to researching, calling, and confirming everything was worth it and potentially could have prevented a hospitalization or a fatal accident.

If you have a success story that you'd like us to feature in the Health Homes Herald, please contact:

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Questions?

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Consumers' Frequently Asked Questions

I opted out of Health Homes early on but have heard good things about the program since then. Can I opt back in?

Yes! You may opt back into the Health Homes program at any time. To find out if you still qualify and to ask to be placed back in the program, please contact your MCO.

If you have questions or just want to talk about Health Homes please contact Samantha Ferencik:

Phone : 785-296-8001 Email: sferencik@kdheks.gov

Strategies for “Selling” Health Homes

While visiting our Health Home Partners (HHPs) during the spring Listening Tour, we asked our HHPs about what efforts they had undertaken to promote their Health Home to both members and the community as a whole. While many HHPs reported that they had tried to do this, many others reported a bit of confusion about how to do this.

To help get you started, Monica Flask from HealthCore Clinic Health Home suggests the following four items to focus on:

- 1) Make sure to mention that you are a local program.
- 2) As soon as possible, make clear that you are not trying to force anyone to do anything. (Many in the SMI population are wary of coercion and their families and caretakers may be as well!)
- 3) Mention that there is no cost to participate
- 4) Make sure to point out up front that members can try the program and then opt out if they do not like it.

Health Core Clinic has had great success by sticking to these four basic themes but admits that sometimes it is a challenge to explain what Health Homes are to someone who has never heard of them before. Monica reports that their standard approach is to explain that the program is there to help members get the services and information needed to help them get and stay healthy. They also emphasize that they will work together with the member, relying on the member to help make decisions about what will be worked on.

This is great advice, Monica! Keeping it simple is always a good place to begin your Health Home's promotion efforts.

If you have any questions about how to promote your Health Home you may contact Samantha Ferencik at:

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Update from Wichita State University Center for Community Support & Research

The WSU Center for Community Support & Research provides learning opportunities for staff within contracted Health Home providers. Here is what's happening:

The **1st Annual Health Homes Conference** will be held August 11 & 12 at the DoubleTree by Hilton in Wichita. Join us for an event packed with opportunities to learn, network, and celebrate the first year of Health Homes in Kansas! Registration information will be coming soon!

The **Health Action Plan Learning Series** is an opportunity for Care Coordinators and Social Workers within contracted Health Home Partners to gain tools and resources for writing quality Health Action Plans with their members. Our first webinar – Writing SMART Health Action Plans – is scheduled for July 28 at 10:00 a.m. Registration is open – we look forward to seeing you then!

The **Health Action Plan Community of Practice** allows Care Coordinators and Social Workers within contracted Health Home Partners a place to discuss with their peers challenges they face when writing Health Action Plans and strategies to be more effective. Please join us on July 21 at 11:00 a.m. for inspiring conversations and practical ideas!

Pre-registration for all events is required and is limited to staff from Health Home Partners who are directly contracted with one or more MCO. For more information or to add your name to an invitation list, please contact Vanessa Lohf at vanessa.lohf@wichita.edu.

Health Homes Tips and Tricks

Our Health Homes Tip of the Month comes to us from Mary Beth Steiner at the Mental Health Association of South Central Kansas. Mary Beth provides this tip:

To make it easier for our Health Home Care Coordinators to view their lists, review member information in the portals and simultaneously check eligibility in KMAP, we have two monitors set up for each computer. This allows them to have different windows open at the same time. It's a small thing, but it has saved them dozens of hours when researching information on members. For programs with several hundred members keeping track of member status, member assignments, whether each person has been contacted every month, etc. can be a full time job. We have a color coding system for our spread sheets so we can keep track of who's eligible, who's opted out or been refused and which care coordinator is assigned to that member. It decreases the possibility of someone 'falling through the cracks.'

Great ideas Mary Beth! If you have ideas, tips, tricks or strategies that you'd like to share, please contact Samantha Ferencik at: Phone : 785-296-8001 Email: sferencik@kdheks.gov



Hot Weather Safety

The Centers for Disease Control and Prevention (CDC) reports that now is the time to prepare for the high temperatures that kill hundreds of people every year. According to the CDC, extreme heat caused 7,415 heat-related deaths in the United States from 1999 to 2010 .

Heat-related deaths and illness are preventable, yet annually many people succumb to extreme heat. Take measures to stay cool, remain hydrated and to keep informed. Getting too hot can make you sick.

You can become ill from the heat if your body can't compensate for it and properly cool you off. The main things affecting your body's ability to cool itself during extremely hot weather are:

- **High humidity.**

When the humidity is high, sweat won't evaporate as quickly, which keeps your body from releasing heat as fast as it may need to.

- **Personal factors.**

Age, obesity, fever, dehydration, heart disease, mental illness, poor circulation, sunburn, and prescription drug and alcohol use can play a role in whether a person can cool off enough in very hot weather.

Those who are at highest risk include people 65 and older, children younger than two, and people with chronic diseases or mental illness.

Though these individuals may be more at risk, even young and healthy people can get sick from the heat if they participate in strenuous physical activities during hot weather.

To stay safe during extreme heat, the CDC recommends that everyone take these steps to prevent heat-related illness, injuries and deaths during hot weather:

- Stay in an air-conditioned indoor location as much as possible.
- Drink plenty of fluids even if

you don't feel thirsty.

- Schedule outdoor activities carefully.
- Wear loose, lightweight, light-colored clothing and sunscreen.
- Pace yourself.
- Take cool showers or baths to cool down.
- Check on a friend or neighbor and have someone do the same for you.
- Never leave children or pets in cars.
- Check the local news for health and safety updates

To learn more about summer safety and what you can do to protect yourself from heat-related illness visit:

http://www.cdc.gov/Features/extreme-heat/?s_cid=cdc_homepage_whatsnew_003

Questions?

If you have questions, or would like more information about Health Homes in Kansas, please contact us. Our page on the KanCare website also contains information about the Health Homes project and documents are being updated regularly.

Phone: 785- 296-3981

Email: healthhomes@kdheks.gov

Website:

http://www.kancare.ks.gov/health_home.htm

